

Job Description

Business Operations Manager

Cidari Multi Academy Trust
Salary: NJC, LCC, Grade 8, Scale 25-28
FTE £36,363-£39,152
Reporting to: Headteacher
Deployed by: Headteacher

Prepared by:	Laura Wright-Dixon	Approved by:	Matt McIver
Prepared on:	04/12/2025	Approved on:	20/01/2026
Reviewed by HR:	Laura Wright-Dixon	Permitted use:	All Cidari Academies
Reviewed on:	08/12/2025	Applicable Terms	The Green Book

The appointment is subject to the conditions of service for support staff employed by Cidari Multi Academy Trust, which are based on the National Joint Council (NJC) for Local Government Services (Green Book), along with any locally agreed variations, and all relevant employment legislation. In carrying out their duties, all staff are expected to consult, where appropriate, with the Trust, the Local Authority, the Diocesan Authority, the Local Governing Committee, colleagues, pupils, and parents.

A. The Core Purpose of the Business Operations Manager

In line with the strategic direction of the Senior Leadership Team; to ensure the effective performance and impact of the administrative, site and IT operations within the academy.

B. Strategic Focus of the Role

The Business Operations Manager plays a key role in supporting the academy's strategic and operational objectives by ensuring administrative, site, ICT and financial systems are efficient, compliant and responsive to need. The postholder contributes to strong organisational practice, supports senior leaders in meeting statutory and Trust requirements, and helps maintain effective communication, data management and service delivery across the school. The role supports continuous improvement by promoting consistency, accuracy and professionalism in all administrative functions, both within the academy and, where required, across the Trust.

This role may oversee the areas outlined below as part of a virtualised office across multiple academies.

C. Key Responsibilities

Leadership of Administrative, Site and IT Operations

1. To support the Senior Leadership Team with the development of the academy's business support operations, which may include Administrative, Site and IT; through strategically planning and developing each function to ensure it operates effectively to support the academy in achieving our aims.
2. To lead the delivery of the actions required to continually improve the functions personally and in the teams with an outward and responsive approach.





3. To regularly evaluate the success and impact of the administrative, site and IT services across the academy to identify areas for improvement.
4. To identify, record and analyse helpful data to support in evaluating the impact of the administrative, site and IT services across the academy.
5. To undertake senior administrative and operational duties in conjunction with colleagues in school; which may include, but not limited to:
 - a. Review and creation of operational administrative policies
 - b. Assist and support with the marketing of the academy
 - c. Assist and support in conjunction with the Data Lead data requests received within the academy.
6. Providing high level administrative and operational support to the Senior Leadership Team of the academy;
 - a. Cover management
 - b. Arranging and communicating room allocations where required.
 - c. Manage with the support of the administration team the handling of all enquiries that are received in the academy via main reception, phone, e-mail, website, school portal etc. ensuring this is conducted with an outstanding level of customer service so that enquiries are responded to or clearly escalated for response in a confidential, professional, timely, proactive, positive and supportive manner;
 - d. To support with the completion and submission of School Census Data relating to both pupil and staff records;
 - e. Management, implementation and delegation of School Management Information Systems (MIS) and procedures.
 - f. Manage, oversee and co-ordinate the administration of HR processes within the academy liaising with the Trust HR team.
 - g. To take a lead role in the operational organising of events in the academy.
 - h. Assist with the production and implementation of the school timetable.
 - i. Analyse and evaluate data and information and run reports providing information needed in a timely way;
 - j. Undertake word-processing and IT based tasks including operation of relevant equipment and advanced ICT packages;
 - k. Organise meetings and take notes in meetings;
 - l. Undertake marketing activities for the school.
7. Management of the administration budget and oversee the management of site and IT budgets in line with Trust financial regulations.
8. To oversee and provide support to the Senior Site Supervisor in health and safety compliance, risk management and site development - ensuring regular feedback and escalation of serious matters to the Headteacher who will agree the strategic plan and has overall legal responsibility.
9. To oversee and provide support to the Senior IT Technician in reviewing IT needs and service delivery - ensuring regular feedback and escalation of serious matters to the Headteacher who will agree the strategic plan and has overall legal responsibility.
10. To work closely with the Headteacher and Cidari Central Service Leads to seek specialist advice, direction and support in administrative and operational areas.
11. Ensure that any near misses/accidents within the academy have been investigated and managed by colleagues, ensuring the reporting of these and necessary administration are completed effectively.



Line Management

12. Line management of the business support operations within the academy, which may include Administrative, Site and IT. This includes:
 - a. effective deployment of staff in response to operational requirements, planning for change where appropriate
 - b. maintaining oversight of the work of team members, providing recognition for hard work, effort and good performance; as well as honest and constructive feedback to support continuous development.
 - c. management of staff in accordance with Cidari HR policies and procedures e.g. attendance and performance management.
 - d. to meet regularly with colleagues to understand service requirements and support colleagues in achieving aims, completing duties and resolving issues.
 - e. responsible for the effective performance of the administration and site teams by providing both support, challenge and coaching to support development.
 - f. to lead teams in the introduction and management of new or complex processes as they arise utilising effective change management processes.
 - g. to lead in any future recruitment required for administration, site or IT posts.

D. Additional Responsibilities

Depending on school need, the postholder may also be required to:

- Assist with preparing and monitoring the school's budget and financial procedures

E. General Responsibilities:

1. To act in accordance with Cidari's policies and procedures.
2. To act as a role model and work in accordance with the Trust values and ethos.
3. To encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within Cidari and our academies.
4. To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day. To ensure compliance with Cidari's Health and Safety Policy at all times.
5. To adhere to Cidari's Safeguarding policy and procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.
6. Any other tasks and responsibilities reasonably appropriate to this post and grade.
7. To attend mandatory training and participate in performance development as required.
8. Support in the administering of first aid to staff and students



F. Knowledge, Skills and Experience

- Knowledge and experience of developing and managing administrative and/or finance systems, including specialist ICT packages.
- Strong analytical skills with the ability to monitor, analyse and report data to senior leaders.
- GCSE English and Mathematics at Level 4 (Grade C) or above, or equivalent.
- National qualifications A Levels/level 5 qualification or relevant experience;
- Experience of the development, management and operation of administrative/financial systems and procedures;
- Experience of dealing with some issues that are more complex, requiring well developed communication skills;
- Good interpersonal and communication skills.

Safeguarding and Compliance

The successful applicant will be required to safeguard and promote the welfare of children and young people and must demonstrate a clear commitment to this at all times. The Business Operations Manager is expected to work in line with academy and Trust safeguarding policies and procedures and support a culture of vigilance, ensuring that all pupils feel safe, respected and valued.

This job description forms part of the contract of employment for the appointed individual. It reflects the role as it stands at the present time and may be reviewed in consultation with the postholder in the future. The appointment is subject to the current conditions of employment relevant to the post, along with any other applicable legislation and guidance.